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313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

www.dhs.lacounty.gov

*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles County
residents through direct services at
DHS facilities and through
collaboration with community and
university partners.*



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April 9, 2015

TO: Each Supervisor

FROM: Mitchell H. Katz, M.D. *Mitchell Katz*
Director

SUBJECT: **ORCHID ELECTRONIC HEALTH RECORD "GO-LIVE"
DATE CHANGE**

After discussion with the ORCHID project teams, I believe that we should postpone the Go-Live date for ORCHID at the LAC+USC Medical Center (LAC+USC) cluster from May 1, 2015 to May 29, 2015. This additional time will allow us to address some issues that arose with the deployment at LAC+USC. The request is within the limits of the delegated authority that your Board granted us on December 3, 2013.

By way of background, LAC+USC has the largest laboratory within the Department of Health Services (DHS), and was an early adopter of robotic laboratory automation. There are challenges in enabling the automated laboratory equipment to "speak" to the electronic health record that were not encountered during the two previous "Go-Lives" at Harbor-UCLA Medical Center (Harbor-UCLA) and Martin Luther King Jr. Outpatient Center (MLK OC), as neither of these laboratories have robotic laboratory automation. We believe that we have solved the technical problem, but now we need additional time to verify the system and train the staff. The new proposed date also remains a Friday, which is the preferred timing for a "Go-Live" at a facility the scale of LAC+USC. A Friday "Go-Live" allows us to implement across all LAC+USC care venues. The following weekend allows for the remediation of any issues discovered, especially in the ambulatory care environment which operates predominantly on weekdays.

Our teams have made excellent progress on achieving a single standard build for ORCHID, with successful "Go-Lives" on ORCHID at Harbor-UCLA on November 1, 2014 and MLK OC on February 1, 2015. Although no system is perfect, our clinicians and staff are happy with ORCHID, and we believe it will enable us to be a success in keeping our patients by ensuring high quality care and meeting meaningful use criteria.

Once the successful completion of the LAC+USC "Go-Live" occurs, DHS will be delivering approximately 75% of its patient care on ORCHID. We anticipate submitting a request for your approval in May, where we will ask to adjust "Go-Live" dates for the remaining 25% of DHS patient care, in a manner incorporating lessons learned and minimizing system impact. This may require further delegated authority and amendments to the Cerner contract to accomplish these tasks.

Each Supervisor
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As always, I thank you for your continued support of our efforts to better serve our patients. Should you or your staff have any questions, I am available at (213) 240-8101 or by cell phone.

MHK:kh

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office